



National Aeronautics and
Space Administration
Goddard Space Flight Center

NO. 99-25

DATE May 6, 1999

DISTRIBUTION

GREENBELT ONLY	*
WALLOPS ONLY	*
GSFC	* AA
CONTRACTORS	**

ANNOUNCEMENT

SUBJECT:

CHANGES IN CENTER SERVICES

For Goddard to be competitive in bidding for R&D and science proposal work, the Center needs to minimize its G&A costs. Consequently, as a result of decreased G&A funding in the recent budget cycle, and increasing institutional requirements, we will no longer be able to provide the same level of services to our customers. Again we have concentrated these reductions on less critical support and on services that could be funded directly by customers. In those cases where customer funding will be required, we will either request direct reimbursement from customers or help them obtain services elsewhere. We regret any inconvenience that these changes may cause. The following service changes were effective March 31, 1999:

CUSTODIAL

A standard level of service has been developed for all customers:

- Daily cleaning of bathrooms
- Collection and recycling of trash and spot mopping of floors every 2 to 3 days per week (on alternating days)
- Weekly cleaning and vacuuming of offices, buffing of floors, and cleaning of common areas
- Biannual stripping and waxing of floors, carpet shampooing, cleaning of computer room floors, and dusting of high areas like light fixtures and window sills
- Periodic (depending on time and funding) cleaning of windows and venetian blinds

Cleaning above this standard level of service or cleaning for special events will require additional labor and customers will be asked to pay for these services.

MAINTENANCE

As we focus available workyears and funding on essential maintenance and repairs, we will no longer provide carpentry type of fabrication (bookcases, custom-built workstations, shelving, etc.). The Administrative Support Branch, Code 231, will be available to help customers buy these services from an outside vendor. Institutional funds have also been provided for framing and plaques for Center awards. For all other framing and plaque requirements, Code 231 will again help customers contact vendors.

PLEASE POST AND CIRCULATE THIS ANNOUNCEMENT

DISTRIBUTION CODES:

- *A (Civil Service) – GSFC Employees
- *B (Civil Service) – GSFC Section Level & Above
- *C (Civil Service) – GSFC Branch Level & Above
- *D (Civil Service) – GSFC Division Level & Above

- **A (Contractor) – Contractor and Other Employees
- **B (Contractor) – Contractor and Other Offices

As the Goddard facility continues to age, we have less mods and rehab funding for non-critical infrastructure repairs and renovations. Consequently, minor office mods like moving a wall or door, changing lighting, or simple modernizing, will need to be funded by the customer. However, if you have a critical requirement, you can work with your Directorate Planner or Building Manager (see Facilities Homepage: <http://gsfc-aphrodite.gsfc.nasa.gov/220/home.htm>) to advocate the project as a potential candidate for institutional funding.

Customers that purchase their own equipment, UPS's, etc. that need to be installed and connected to Center utility systems, will be asked to pay for the installation, connectivity, and any facility modifications that may be required. The Planner or Building Manager can assist in this process.

Although there will be limited funding available to support Centerwide events such as Celebrate Goddard Day, Community Day, and Center Director's Colloquium Series, customers will be asked to pay for all other activities that need maintenance support. Customer funded type of activities will include National Space Club meetings, Tea and Posters sessions, and Scientific and Engineering Colloquia.

LIBRARY SERVICES

The Library's hours have been reduced by one hour. It is now open from 9:00 am until 6:00 pm. The Circulation and Information Desks were also combined into a single Patron Services Desk, resulting in a greater reliance on the Self-Check System. Also to ensure that we have sufficient funding to purchase the most frequently used subscriptions and databases, we will be reducing the number of special interest databases that we currently make available through desktop access.

TELEPHONE SERVICES

As a cost-effective measure, we will be installing an automated telephone tree to process voice calls coming into Greenbelt. A similar system will be implemented concurrently for Teletype (TTY) calls at both Greenbelt and Wallops.



Sharon C. Foster

Director, Management Operations